



Please see the following information to get assistance.

1. This helpful "[Proctorio Quick Start Guide for Test-Takers](#)" will walk you through the process.
2. The Proctorio "Chat" window. Click on the "puzzle piece" on the upper right hand corner of your Chrome browser window and click on the Proctorio "shield" for Live Chat help. This help is available 24/7 including when you are taking an exam.
3. Or go to <https://proctorio.com/support>
4. Finally, you can also get **on campus assistance** with by contacting detl@olemiss.edu or calling (662) 915-1267. You may also call the IT Helpdesk at (662)915-5222 or helpdesk@olemiss.edu.

Note: If you have a new computer (especially a new Mac) you must be sure to allow Chrome to share the screen by going into your security settings and allowing "screen sharing" with your web browsers. The information above can help you find this if that is the problem.